



Afnic quality of service performance

JANUARY 2024



DNS Service

	Objectif
Global availability	100,00%
Availability of name servers in IPv4 / UDP	99,00%
Availability of name servers in IPv4 / TCP	99,00%
Availability of name servers in IPv6 / UDP	95,00%
Availability of name servers in IPv6 / TCP	95,00%
DNS to UDP resolution service in less than 250 ms	95,00%
DNS resolution service in TCP in less than 750 ms	95,00%
Update time of DNS servers in less than 60 min	95,00%



Registration Service

	Objectif
Availability of the domain creation operation	99,40%
Handling domain creation operations in less than 3 sec	95,00%
Authorization requests answered within 2 working days	95,00%
Average of the .fr zone file daily updates	140



Directory service

	Objectif
Availability of the domain name query service (Whois)	99,40%
Answer to Whois query service in less than 500 ms	99,40%
NC	
Availability of the domain name query service (RDAP)	99,40%
Answer to the RDAP query service in less than 3 sec	99,40%



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Customer Service

	Objectif
Registrar calls answered in less than 3 minutes	90,00%
100,00%	
Handling of requests in less than 3 working days	100,00%
100,00%	
Handling of requests in less than 2 working days	90,00%
99,14%	
Handling of requests during the day	85,00%
98,82%	
Qualified responses within 48 working hours	90,00%
99,14%	
Announcement of technical maintenance operations 10 days before the operation	100,00%
100,00%	
Information published within 1 hour in the event of an incident affecting the quality of essential services	100,00%
100,00%	



Legal department

	Objectif
Removal of anonymity following a legitimate request, in less than 2 working days	100,00%
100,00%	
Blocking; deleting or transferring domain names following DGCCRF injunction within the legal timeframe	100,00%
100,00%	
Mediation accepted in principle by both parties and concluded within 7 working days of its opening	100,00%
83,33%	
Decision taken by Afnic in the context of a PARL or Syreli within 2 months of their opening	100,00%
100,00%	
Blocking of a domain name following the opening of an unsuccessful data justification within 7 working days	90,00%
NC	